



xennon101
Balance € 0.00

Deposit

Personal Details

Account Statement

Game History

Change Password

SpinUp Casino VIP's

Withdrawal

Transaction Type ⁺ All

Time Period ⁺ Today

From 30/04/2019 To 30/04/2019

SEARCH

ID	Type	Amount	Method	Status	Date
119061	withdraw	€ 1361.81	Visa	Rejected	2019-04-30 21:26:01.0

BONUS TERMS & CONDITIONS

300% Player Welcome Bonus

Make your first deposit and we will give you 300% match bonus up to €1000 + 100 Free Spins valid on Betsoft games

1. The Welcome Bonus is a 300% Match up to €1000 based on a New Player's first approved Deposit at the casino. Example: Deposit €100 and receive a €300 Welcome Bonus – total account balance will be €400.
2. The maximum Welcome Bonus is €1000 and only one 1st Deposit Bonus is permitted per New Player.
3. Please note that in the interest of fair gaming, you must wager a minimum of 20 (Twenty) times the sum of your deposit plus your bonus before withdrawing any amount higher than your initial deposit. Players from Greece, United Kingdom and Lebanon X40.

200% Player 2nd Deposit Bonus

Make your second deposit and we will give you 200% match bonus up to €1000 + 50 Free Spins valid on Betsoft games

1. The 2nd Deposit Bonus is a 200% Match up to €1000 based on a New Player's first approved Deposit at the casino. Example: Deposit €100 and receive a €200 2nd Deposit Bonus – total account balance will be €300.
2. The maximum 2nd Deposit Bonus is €1000 and only one 2nd Deposit Bonus is permitted per New Player.
3. Please note that in the interest of fair gaming, you must wager a minimum of 20 (Twenty) times the sum of your deposit plus your bonus before withdrawing any amount higher than your initial deposit. Players from Greece, United Kingdom and Lebanon X40.

For General Bonus Terms and Conditions [click here](#)

Special Bonuses

Payment Method Deposit Bonus

Special 15% Payment Method Deposit Bonus

Receive an extra bonus of 15% on selected payment methods

For selected payment methods, if your first Deposit is done by the selected payment method, you will receive an additional 15% Bonus amount on your Deposit up to €500 (in addition to the 1st Deposit Bonus)

- Neteller 15%
- Skrill 15%



Channel Videos – YouTube Studi... x Berzerk Spins - Huge Win x232 - x Bonus Terms & Conditions - Spin x +

https://www.spinupcasino.com/bonus-terms-conditions/?lang=en

Apps Bookmarks AWS Console Login Ziteboard serverless-applicati... XC2: Battle Primer... Smart421 Intranet... The Hub APN The Rise and Fall of... Ciph Net 6.0.3 https://s3.amazona... AWS Direct Connec... Other bookmarks

- Skrill 15%
- PostePay 15%

The Bonus+Deposit is subject to 25 times play through (Wagering requirements) before any withdrawal can be made. For General Bonus Terms and Conditions [click here](#)

Payment Method bonuses are only given on deposits equal to or greater than 20 EUR/USD/CAD/AUD/GBP or 250 ZAR or 900 RUB.

FREE Spin bonus

Bonus from winnings of free spins

1. Apply to any FREE Spin promotion.
2. Maximum 1 bonus per household/computer/person.
3. On cashout, winnings from free spins will be converted to bonus funds.
4. The maximum withdrawal amount is €100. Any funds over this amount will be removed automatically on cashout.
5. Player must deposit a minimum of €50 after receiving the free spins.
6. If the deposit is not made with four (4) days of receiving the free spins, any winnings and bonuses may be removed from the player's account.
7. Promotions may be terminated by the casino at any time.
8. General terms and conditions apply. [click here](#)
9. All bonuses are subject to certain wagering requirements, which will be given by customer service upon the offer before any withdrawal can be made.

FREE online casino bonus

Special free bonus offered by customer service

1. Apply to any FREE online casino bonus. (No deposit is necessary)
2. Maximum 1 bonus per household/computer/person.
3. Player must earn 1000 comp point before cashing out for every €10 of Bonus.
4. Maximum cashout is €100, any funds over the maximum cashable amount will be removed automatically on cashout.
5. Player must deposit minimum of €50.
6. The following games are not allowed for this free casino bonus and do not count towards play through requirements: all forms of Blackjack, all forms of Roulette, all forms of Video poker, PaiGow, cardsWars & PokerThree.
7. Promotion may be expired by casino at any time.
8. General terms and conditions apply.
9. The Bonus is subject to certain wagering requirements, which will be given by customer service upon the offer before any withdrawal can be made.

10. Players from the following countries will not be eligible to make any withdrawals related to this bonus and or the winnings accumulated from this bonus: Algeria, Libya, Sudan, Nigeria, Mali, Eritrea, Morocco, Mauritania, Djibouti, Congo, Kenya, Niger, Uganda, Angola, Namibia, Mozambique, Gabon, Zambia, Afghanistan, Armenia, Bangladesh, Uzbekistan, Vietnam, Turkmenistan, Tajikistan, Sri Lanka, Pakistan, North Korea, Malaysia, Macau, Kyrgyzstan, Laos, Kazakhstan, Indonesia, Bhutan, Brunei, Burma, Rwanda, Somalia, Palestine.
For General Bonus Terms and Conditions [click here](#)

General Bonus Terms and Conditions (applicable to all bonuses)

- i. Bonus money is virtual money that cannot be withdrawn.
- ii. Playing at certain games will contribute a different percentage of the wagering requirement based on the table below:

Wagering Contribution Table

Game Category	Stake % Contribution
Slots (all varieties)	100%
Blackjack (all varieties)	10%
Roulette (all varieties)	10%
Casino Poker (all varieties)	10%
Baccarat (all varieties)	10%
Video Poker (all varieties)	10%
Craps (all varieties)	10%
Casino War	10%
All other games	100%

Examples:

A bet of €100 in Slot will be calculated as €100 for wagering requirements.
A bet of €100 in Roulette will be calculated as €10 for wagering requirements.
A bet of €100 in Craps will be calculated as €10 for wagering requirements.

1. All Deposit Bonuses will automatically be credited to the player upon a successful Deposit.
2. Canceling a Bonus by players can be made by contacting support 24/7. The Bonus can be canceled as long as the player did not make a single bet.
3. If a player wishes not to receive an automatic Bonus by the system, the player may do so by contacting support 24/7.
4. The bonus Wagering Requirements are applied to the deposit and bonus money
5. Withdrawing funds excluding the Bonus amount can be made only after the player completed the wagering requirements.
6. If the player balance has touched 0 balance, his Bonus balance and wagering requirements will be reset.
7. SpinUp Casino reserves the right to remove any remaining bonus balance which has not been used within 15 days (or as specified by the relevant bonus terms and conditions).
8. The Bonus offer is only permitted once per person, household, family, household address, email address, credit card number or shared computer environment such as a library, workplace, fraternity, university or school. The casino reserves the right to void all winnings and play should this term be disregarded.
9. The Bonus will not be awarded to a player who has a withdrawal pending on their account.
10. All withdrawals will be subject to audit by the Casino. The Casino reserves the right to reclaim the Bonus and any winnings and/or close an account in a situation of obvious abuse or fraud.
11. Once a player starts to use a bonus on slot games, the wagering must be completed on slot games. Similarly, once a player starts to use a bonus on table games, the wagering must be completed on table games.
12. SpinUp Casino reserves the right to withhold any withdrawals and/or confiscate all winnings and Bonuses for irregular play. "Irregular play" may include, inter alia:
 - Players betting the equivalent sum of 20% or more of their real money balance using the First Deposit Bonus in a single bet, with objective to increase significantly their bankroll will be flagged as bonus abuser and high-risk players. Such bets are not allowed and will be deemed a violation of the First Deposit Bonus terms and conditions.
 - Using the double-up feature to increase bet values.
 - Placing bets equal, zero, low margin bets or hedge betting, shall all be considered irregular gaming for Bonus play-through requirement purposes.
 - All Cashback carries a wagering requirement of 1X.
 - Players cannot withdraw winnings derived from a Cashback until the sum of the cashback is wagered in full.
 - All Cashback is restricted to a maximum withdrawal limit of 10X the cashback amount.
 - All Cashback is non-withdraw-able, and the casino reserves the right to deduct issued Cashback money from pending withdrawals.
13. General terms and conditions apply.

Enjoy Your Luck!



Jacob Agent

Operator Jacob has joined the chat.

Hi, How may I help you? :-)

Hi :-) I have a withdrawal pending from last week. I sent in my documents and just wanted to make sure that the documents were all ok and to check the status of the withdrawal :-)

Hey, your withdrawal is being processed at the moment. You should receive an email with all the information once it's done processing

Ok, thanks. Any idea roughly how long it will take?

Input message and press enter to send

Jacob Agent

should be by friday

Great. And were all my documents ok? is there anything else you need from me?

They have not been checked yet

Ok, but they've been received?

Once it's done processing we will send you an email requesting documents, best if you send them then to that email

10:06

Ok. Will do. If you can check them sooner that would be appreciated though. Just want to avoid any delays and I sent them to

Input message and press enter to send

Jacob Agent

Ok. Will do. If you can check them sooner that would be appreciated though. Just want to avoid any delays and I sent them to the address that your support told me to :-)

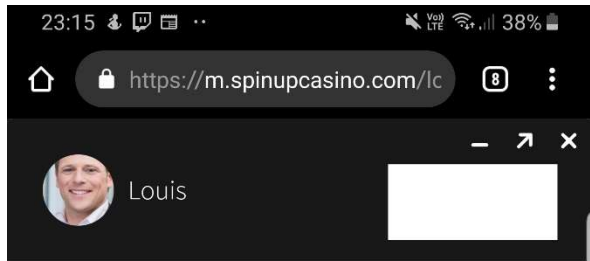
Of course, I understand. It's just a matter of work order. We will try to check it sooner.

Gotcha. Thanks a lot :-)

Have a nice day! Don't hesitate to contact us if you need anything or for a special bonus offer :) We are available 21/7

Will do, thanks :-) See ya

Input message and press enter to send



Louis
Welcome to the Casino,
How can I help you?

Hi. I've just had a withdrawal denied. Can you please tell me why?

Louis
One moment please, I will check your account.

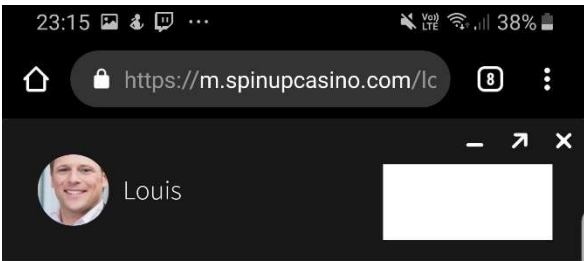
Louis
Christopher you will receive E-mail very soon from finance

Louis
regarding your withdrawal decline

I have had an email saying it was declined but it simply says to contact support for more information

Louis
you have made bets more than 20% of bonus withing wagering. Finance

+ Input message and press enter to send



Louis
you have made bets more than 20% of bonus withing wagering. Finance Cut the winning of 2991.01 EUR (Including comp points of 11 EUR) and they left on balance non lost deposit of 20 EUR

Which bet?

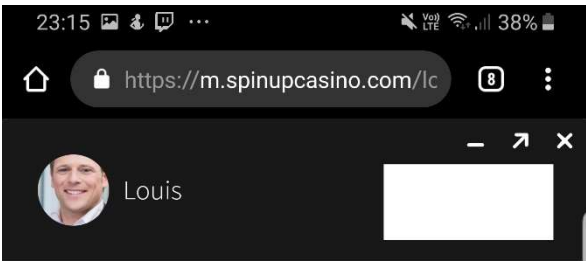
Louis
you have made a bet of 49.5 EUR on Faerie Spells in 26.04.2019

The terms and conditions say not more than 20 percent of my real money balance. My balance at that time was well over 1000

Louis
no it's 20% of deposit

That is not what the terms and conditions say

+ Input message and press enter to send



It says real money balance

And your site informed me that my real money balance was over 1000 when i went i to a game

Louis
Christopher the max bet is calculated from the initial deposit amount

Louis
not current balance

Your terms do not state that

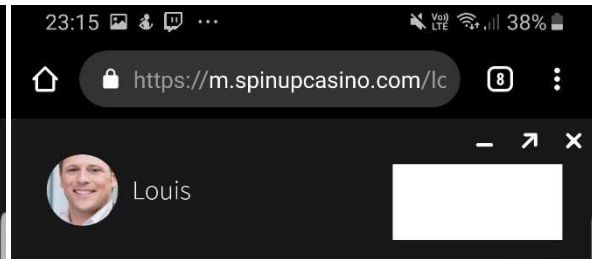
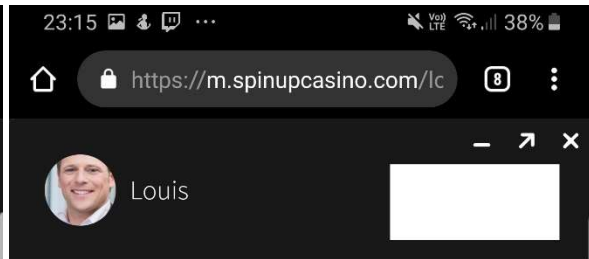
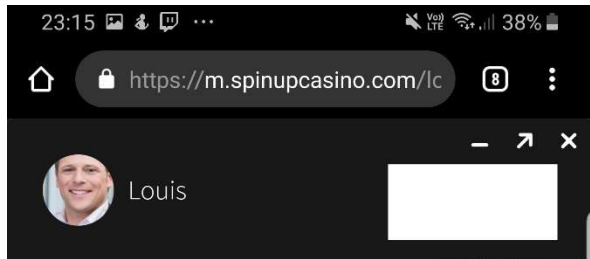
Louis
I will show you in T&C

So how am i supposed to know?

Louis
it's written in T&C

+ Input message and press enter to send





Louis
 SpinUp Casino reserves the right to withhold any withdrawals and/or confiscate all winnings and Bonuses for irregular play. "Irregular play" may include, inter alia: Players betting the equivalent sum of 20% or more of their real money balance using the First Deposit Bonus in a single bet, with objective to increase significantly their bankroll will be flagged as bonus abuser and high-risk players. Such bets are not allowed and will be deemed a violation of the First Deposit Bonus terms and conditions. Using the double-up feature to increase bet values. Placing bets equal, zero, low margin bets or hedge betting, shall all be considered irregular gaming for Bonus play-through requirement purposes. All Cashback carries a wagering requirement of 1X. Players cannot withdraw winnings derived from a Cashback until the sum of the cashback is wagered in full. All Cashback is restricted to a

Louis
[https://www.spinupcasino.com/bonus-terms-conditions/?isPopup=true&lang=en](https://www.spinupcasino.com/bonus-terms-conditions?isPopup=true&lang=en)

That says real money balance

Not deposit

Your site informed my my real money balance was over 1000

Operator Louis has transferred the chat to another operator.

Operator Tony has joined the chat.

Operator Louis has left the chat.

Tony
 Hi Chris

Hi

Tony

+ | Input message and press enter to send

+ | Input message and press enter to send

Tony
 Hi

Tony
 I think everything is clear for you

Tony
 as you have an irregular play

It is not clear

Tony
 which is against our terms and conditions and thats became the reason of your withdraw decline

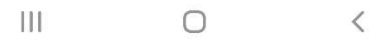
My play was not irregular

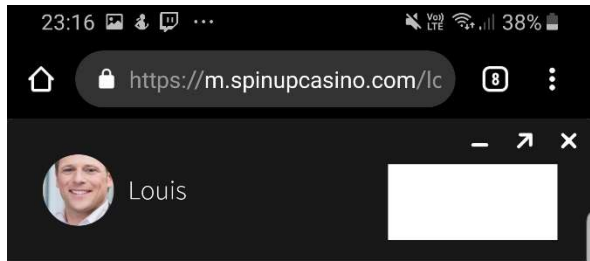
It was within the terms and conditions

Tony
 No, it was not

Tony
 we checked it in system

+ | Input message and press enter to send





Tony
we checked it in system

Tony
You had 1 bet more than 20% of your deposit

Your terms and conditions do not say deposit

They say real money balance

Your site stated my real money balance was over 1000 at the time of the bet

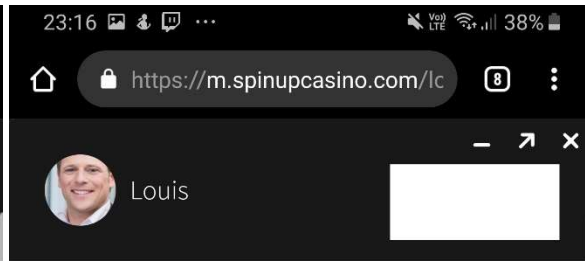
Therefore it was not 20 percent

Tony
It's a 20% of deposit

Tony
and not 20% of balance

Your terms do not say thst

+ Input message and press enter to send



Tony
and not 20% of balance

Your terms do not say thst

So it does matter what you say, it matters what is written

Does not matter what you say

You are unjustly trying to reject my withdrawal when i was lucky

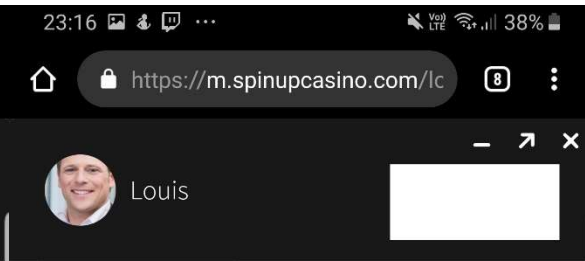
Tony
You had

Tony
balance

Tony
but with a bonus

Tony
20% is for real money balance

+ Input message and press enter to send



Tony
20% is for real money balance

Tony
but that time you had

Tony
real money + bonus

Your site said my real money balance was over 1000 as only 500 was bonus funds and the rest were winnings

I had a real money balance of 1300

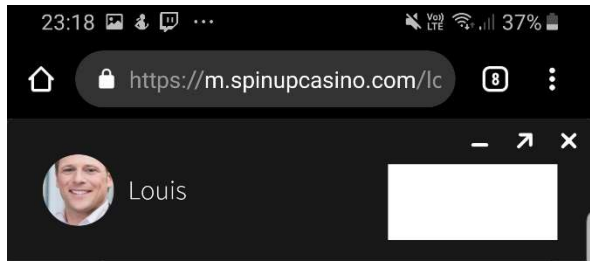
You are unjustly trying to refuse my withdrawal

If you do not process it i will be raising a complaint through a complaint site

And then i will raise a complaint with the regulators

+ Input message and press enter to send





Tony
Everything was according to rules

No it was not

Tony
Which are written in our terms & conditions

Tony
Your deposit was 170.32

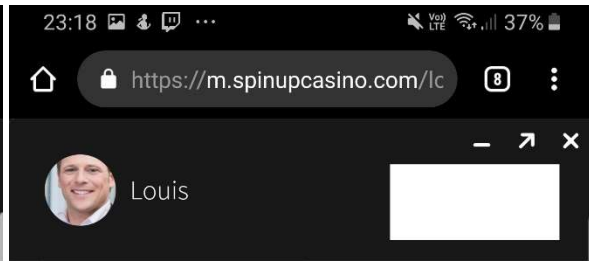
Written is REAL MONEY BALANCE.

Tony
So, your max bet was 20% of it and it is 34.06

Not deposit

Tony
But you bet 49

+ Input message and press enter to send



Written is REAL MONEY BALANCE.

Tony
So, your max bet was 20% of it and it is 34.06

Not deposit

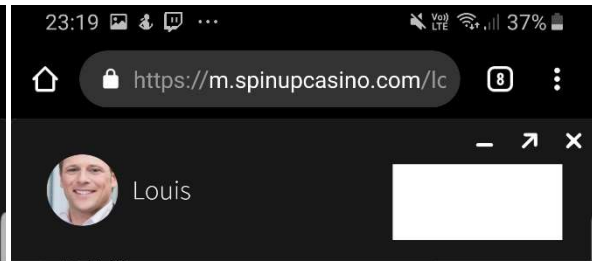
Tony
But you bet 49

Tony
Nothing can change this fact and your withdraw status

I was within the rules as written

Tony
So, no point of complaining about something, which is against rules

It was not against the rules



is 34.06

Not deposit

Tony
But you bet 49

Tony
Nothing can change this fact and your withdraw status

I was within the rules as written

Tony
So, no point of complaining about something, which is against rules

It was not against the rules

Tony
Yes, it was

I will raise my complaints now. Goodbyw

+ Input message and press enter to send

